

HOME CARE REFERRAL REGISTRY SERVICE DELIVERY EXPECTATIONS

| Performance Measurement Tool - 2010-11 | | | | | |
|---|---------------------------------|---|---|-------------|-------------|
| Service Area/Site Location: | | Performance Period: Jul 2010 - Jun 2011 | | | |
| Registry Staff Present: | | | | | |
| HCQA Evaluator: | | Date: | | | |
| Rating Tool: Points and Descriptions | | | | | |
| To determine point totals - Choose a number between one and five from drop down list that corresponds with each expectation. Use Rating Tool to indicate level of performance. Summary Notes available at end of scoring section. | | 0 | Has not met expectation | | |
| | | 1 | Has met expectation less than 25% of time. | | |
| | | 2 | Has somewhat met expectation | | |
| | | 3 | Has met expectation 50% or more of time | | |
| | | 4 | Has satisfied expectation 75% or more of time | | |
| | | 5 | Has met expectation 100% of time | | |
| I. SITE LOCATION/STAFFING/EQUIPMENT | | | | | |
| Registry Staff | | | | | |
| a) At least one full-time (equivalent) dedicated staff person is available during working hours per service area. | | | Do not mark in gray area | | |
| b) Registry staff follow internal office protocol for Customer Service | | | | | |
| c) Registry staff are relatively stable in their positions (low-turn-over). | | | | | |
| IT Equipment | | | | | |
| a) Computer hardware/software is up to date and adequate to perform registry functions. | | | | | |
| d) IT connectivity is up to date and follows security procedures per DSHS/ADSA requirements. | | | | | |
| c) Equipment acquired with Registry funds is identified/labeled with "property of Washington State" and corresponds to equipment purchases identified in monthly invoices. | | | | | |
| Office Location/Accessibility | | | | | |
| a) Office is located within population centers and is away from high crime areas. | | | | | |
| b) Office meets ADA guidelines into and inside of location and is close to public transportation. | | | | | |
| c) HCRR signage is refreshed and well identified on interior/exterior of Registry offices. | | | | | |
| d) When an office is co-located with another agency, location of Registry operations are well identified. | | | | | |
| | | Pts: | Weight max score = 2.50 | | |
| Total | LOCATION/STAFF/EQUIPMENT | Max points = 50 | 0.00 | 5.0% | 0.00 |

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| II. REGISTRY RELATIONS | | Do not mark in gray area | | |
|--|-----------------|--------------------------|------------------|-------------|
| Outreach and Marketing | | | | |
| a) Home Care Referral Registry logo is used in all media that is produced and distributed. | | | | |
| b) Opportunities for consumer and community input into local Registry activities is evident. | | | | |
| c) HCRR promotional media and core documents are in stock, distributed and include logo/artwork. | | | | |
| d) Efforts to develop and maintain awareness with local community members and groups are in | | | | |
| e) Marketing media (newsletters, articles, mailers) are up-to-date, error free, include the HCRR logo, local Referral Registry identifiers, and state the message clearly. | | | | |
| Provider Recruitment and Retention | | | | |
| a) Staff establish and maintain connections with workforce development organizations. | | | | |
| b) Local HCRR staff make efforts to connect with providers and potential providers on routine basis. | | | | |
| c) Provider Contracting and Orientation is in place and documented in monthly reports. | | | | |
| Case Manager Collaboration | | | | |
| a) Efforts to increase consumer use of the Referral Registry is evident in monthly contact with local HCS and/or DDD case management. | | | | |
| b) Registry outreach is evident in database tracking per "cm search" and/or in "referred by" options. | | | | |
| | Pts: | Weight | max score = 12.5 | |
| Total REGISTRY RELATIONS | Max points = 50 | 0.00 | 25% | 0.00 |

HOME CARE REFERRAL REGISTRY SERVICE DELIVERY EXPECTATIONS

| III. OPERATIONS and OTHER ACTIVITIES | | | Do not mark in gray area | | |
|--|---|-----------------|--------------------------|------------------|-------------|
| Reporting/Budget | | | | | |
| a) Quarterly activity reports to HCRR/ADSA are timely and include: | | | | | |
| | Provider Recruitment efforts | | | | |
| | Number of Providers attending orientation | | | | |
| | Number of Providers contracted | | | | |
| | Number and type of Case Manager contacts | | | | |
| | Consumer/community contacts | | | | |
| | Other Community partnerships/connections | | | | |
| b) Educational resources, including HCRR produced "Your Choice" DVDs and "Stay Right Where You Are" and "How to Hire and Supervise" guides are made available to consumers and tracked in monthly reports. | | | | | |
| c) Budget reallocations under 10% are reported to HCRR/ADSA contract managers in a timely manner. (Prior approval is sought for budget reallocations over 10%). | | | | | |
| Training – Consumer/Employer and IP | | | | | |
| a) "Becoming a Professional IP" is made available to all new, potential providers. | | | | | |
| b) Educational resources, including HCQA produced "Your Choice" DVD and "Stay Right Where You Are" resource guide are made available to consumers. | | | | | |
| BCCU and CC&S Assessment Process: | | | | | |
| a) Non-Fingerprint Background applications are completed and submitted to the HCRR/ADSA office within two working days or upon receipt with web-based access to BCCU. | | | | | |
| b) A secure fax line in which to receive responses back from the BCCU is in place and operational, and/or internet systems sending/receiving BCCU web-based background information meet or exceed DSHS/ADSA IT security policy requirements. | | | | | |
| c) Registry staff complete necessary follow-up CC&S assessments and forward to HCRR/ADSA office for review within two days upon receipt from BCCU. | | | | | |
| Policy | | | | | |
| a) Adherence to DSHS/HCRR rules and regulations is evident. (WAC 388-71-06020 through 388-71-06420). Registry staff follow policies as described in the HRCC Operations Manual. | | | | | |
| b) Directions/recommendations from HCRR/ADSA are acted upon or responded to within a reasonable amount of time. | | | | | |
| | | Pts: | Weight | max score = 12.5 | |
| Total | III. OPERATIONS and OTHER ACTIVITIES | Max points = 50 | 0.00 | 25% | 0.00 |

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| IV. REGISTRY TRACKING/EMPLOYMENT | | | | |
|--|-----------------|-------------|------------------|-------------|
| Consumer Request/Hire Process | | | | |
| a) Registry staff confirm provider availability prior to sending a referral list to consumers. The referral list includes contact information for qualified individual providers within 48 working hours | | | | |
| b) Follow-up with Consumer (after Referral list is sent) meets Registry timeline requirements identified in the database Activity Summary. | | | | |
| c) Results from Consumer survey indicate satisfaction with overall use of the Registry. | | | | |
| IP Enrollment/Follow-up | | | | |
| b) Use of Activity List for IP tracking/follow-up is evident. | | | | |
| c) Registry staff develop and utilize external method to track employment. | | | | |
| c) All referral follow-up(s) are completed within 7 days of referral. | | | | |
| Case Manager/Temporary Worker follow-up | | | | |
| a) Follow-up with case manager occurs within two days following temp hire or quick search activity. | | | | |
| b) Temporary worker protocol is followed and pool is adequate to meet needs of short term and emergency placement needs when called upon. | | | | |
| Employment | | | | |
| a) Evidence of referrals resulting in employment. (max 10 points) | | | | |
| b) Added points - exceeding 6 month employment expectation - variance report. (max 5 points) | | | | |
| | Pts: | Weight | max score = 22.5 | |
| Total IV. REGISTRY TRACKING/EMPLOYMENT | Max points = 50 | 0.00 | 45.00% | 0.00 |

MASTER (Maximum)-TOTALS

| Totals by Category | Pts: | Weight | Performance Score |
|---|------|--------|-------------------|
| I. SITE LOCATION/STAFFING/EQUIPMENT | 0.00 | 5.00% | 0.00 |
| II. REGISTRY RELATIONS | 0.00 | 25.00% | 0.00 |
| III. OPERATIONS and OTHER ACTIVITIES | 0.00 | 25.00% | 0.00 |
| IV. REGISTRY TRACKING/EMPLOYMENT | 0.00 | 45.00% | 0.00 |
| TOTAL ALL CATEGORIES | | 100% | 0.00 |

Performance Score Measure Indicator:

<10 Have not or have somewhat met expectations *
 >20 Met expectations some of the time
 >30 Met expectations at least 60% of the time
 >40 Have met expectations at least 80% of the time
 50 Met expectations 100% of the time

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SUMMARY NOTES: